Customer Service Report for SCB

For the period: Saturday, March 01, 2008 12:00:00 AM to Monday, March 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	0	0	0	1	0	5
Password Reset	4	0	0	4	0	0	0	0	8	0	3
Register/Open	1	0	0	0	0	0	0	0	1	0	2
Application Support											
COTS-WSFTPPro-GenInfo	1	0	0	0	0	0	0	0	1	0	12
Web Apps-Troubleshoot	1	0	0	0	0	0	0	0	1	0	10
Back Office Support											
Backup/Restore	1	0	0	0	0	0	0	0	1	0	10
Troubleshoot	1	0	0	0	0	0	0	0	1	0	6
Hardware											
Desktop/Request	0	1	0	0	0	0	0	1	0	0	22
Helix Support											
Apps/Matlab/Mathematica	2	0	0	0	0	0	0	0	2	0	5
Apps/Other	7	0	0	0	0	2	0	0	5	0	3
Info/Biowulf	6	0	0	0	0	0	0	0	6	0	7
Info/General	3	0	0	0	0	0	0	0	3	0	11
Quota/Restore	1	0	0	0	0	1	0	0	0	0	0
Security											
Incident	13	0	0	0	0	1	0	0	12	0	9
Grand Total:	**42**	**1**	**0**	**4**	**0**	**4**	**0**	**1**	**42**	**0**	**6**

Total Tickets Closed:	**43**
Total Tickets Assigned/Pending/Checked Out:	**4**
Total Tickets Created:	**47**